

Commonwealth Office of Technology

Rated Service Description

Directory Assistance Service		Rate
VC30	<p>Per-call</p> <p>COT serves as the custodian of this service.</p> <p>This service is for 411 directory assistance calls made on a Centrex line, or PRI circuit.</p> <p>Centrex services are available in Ashland, Bowling Green, Covington, Danville, E-town, Frankfort, Hazard, Hopkinsville, Lexington, Louisville, London, Madisonville, Owensboro, Paducah, Paintsville, Pikeville, Prestonsburg, Somerset, Winchester.</p>	\$0.50
VC30	Includes the following HARDWARE NONE	
VC30	Includes the following SOFTWARE NONE	
VC30	Includes the following SERVICES Applicable costs are paid by COT and recovered from Agencies via the VC30 rate.	
VC30	To Initiate Service or Report a Problem with this service Please contact the Commonwealth Service Desk: <ul style="list-style-type: none">• 24x7 Phone support: 502-564-7576• Toll free support number: 800-372-7434• Via e-mail CommonwealthServiceDesk@ky.gov <p>Agency will need to provide a valid billing number to the Service Desk when requesting this service. Requests must come from an authorized agency telephone coordinator.</p>	
VC30	Additional Service Clarifications Directory Assistance service is available on Centrex and PRI lines	